



# Enterprise Invoice Management/ Enterprise Service Management Kick-Off Update



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## EIM/ESM Overview

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM) during state fiscal year 2007.

EIM/ESM is a single point of management for invoicing and contracting activity between EOHHS agencies and POS providers. In addition to streamlining invoicing and reporting processes, EIM/ESM provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 5000 users, processing invoices totaling \$2.1B each year.

## Contact Us

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## Helpful Links

[EIM/ESM Documents,  
Newsletters, and Pilot  
Training Materials](#)

[EOHHS Provider Home Page](#)

## EIM/ESM Kick-Off Meetings Underway

The EIM/ESM team is holding kick-off meetings across the Commonwealth to introduce the new Enterprise Invoice and Service Management tool for Purchase of Service (POS) agencies and providers.

Starting in the month of June, kick-off meetings will introduce EIM/ESM to the first POS providers who will use the application over the course of state fiscal year 2007.

During the kick-offs, the EIM/ESM team demonstrates the EIM/ESM application, holds question and answer sessions with provider staff, and begins to gather data EOHHS needs to prepare the providers for rollout.

So far, kick-off meetings are scheduled at the WIC Center in Framingham, the Southeast and Western Region Health Offices in Canton and Northampton, and at One Ashburton Place in Boston.

Providers will be contacted by the EIM/ESM implementation team to notify them which kick-off session they can attend.

Additionally, the EIM/ESM team is working with agencies to determine provider rollout schedules and to begin planning for training. Deployment begins in Fall 2006 and continues over the course of fiscal year 2007.

## Welcome Packets Coming Soon!

The EIM/ESM Welcome Packets guide providers through the step-by-step process of preparing to access the EIM/ESM application.

The Welcome Packets include the forms providers will need to complete and checklists of the steps providers will take in anticipation of going-live on EIM/ESM.

The EIM/ESM implementation team will be available to answer questions and guide providers through the process of completing the materials in the Welcome Packets.

As the Welcome Packets are finalized, more information will be available about the EIM/ESM service and provider rollout schedules.

## Suggestions and Comments

If there is a topic you'd like to see covered in an upcoming newsletter, please let us know: [POS.EIM-ESM@massmail.state.ma.us](mailto:POS.EIM-ESM@massmail.state.ma.us).